(24)

MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2022/2023 (TERM ID 2210)

BIM3024 – ERP IMPLEMENTATION

(All sections / Groups)

8 FEBRUARY 2023
9.00 A.M - 11.00 A.M
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of 2 pages (including the cover page) with 5 questions.
2. Answer **ALL** questions. All the distribution of the marks for each question is given.
3. Please write all your answers in the Answer Booklet provided.

ANSWER ALL THE QUESTIONS.

1. Implementing ERP is a hard nut to crack because it is a complex process and affects the entire organization. It causes a paradigm shift in working mechanisms by paving the way for automation instead of manual processes. Present any **FIVE (5)** main challenges faced by an organization in ERP implementation with an explanation of each.

(20 marks)

2. It is very important to build a perfect ERP implementation team. Including the right people on the ERP implementation team is critical to the success of the entire project. Each member of the team has different roles and responsibilities for the implementation, which should be based on their areas of expertise and how much time they can devote to the project. Present any **FOUR (4)** roles of the ERP implementation team with an explanation of each. Also, illustrate any **FIVE (5)** things to think about when building an ERP implementation team to ensure a successful project.

(30 marks)

3. High availability is of great significance for mission-critical systems, where a service disruption may lead to adverse business impact, resulting in additional expenses or financial losses. However, avoiding downtime is just of several reasons why you need high availability. Show any **FOUR (4)** reasons why high availability is important in ERP with an explanation of each. Also, illustrate what you need to do to achieve high availability in ERP.

(18 marks)

4. The term 'ERP implementation' could be related to methodology or process which is called sizing. For sizing the installation, we need to model and predict the capacity needs of an installation by assessing the needs as accurately as possible. Illustrate the sizing estimate technique to get the real sizing.

(20 marks)

5. ERP testing ensures the proper functioning and configuration of each module that will be used, per the organization's needs. In practice, that means testing that your implementation has not only gone as you planned but is going to set your business up for success in the long term. There are three types of testing namely functionality testing, integration testing, and regression testing. Present the difference between all **THREE (3)** of them.

(12 marks)

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